

The following are the services provided by Massachusetts Electric Company (Mass. Electric) under the broad umbrella of MBIS. The cost for Mass. Electric to provide these services in 1999 totaled approximately \$68 million.

It is expected that most of the cost to provide these services would remain even in a competitive MBIS environment as the local distribution company (LDC) would be expected to provide back-stop services in the event that the competitive MBIS service provider defaults on its obligations. In addition to the ongoing back-stop service costs, we anticipate the cost to implement the infrastructure needed to support competitive MBIS to be approximately \$12 million. Incremental and recurring costs to the LDC for the administration of the competitive MBIS environment have not been estimated, but it is assumed that some of the benefits of competition, LDC avoided costs or savings, will be offset or decreased by the incremental and recurring costs.

MBIS Category	Cost
METERING SERVICES	\$36 million
Metering services include the following:	
<ul style="list-style-type: none">• Meter Reading: Direct and remote reading of meters, safety inspections, and reporting.• Meter Operations: Requests for new service, temporary service, exchanges, turn-ons and turn-offs, and service removal.• Revenue Protection: Investigation of unauthorized usage of electric service, metering and billing constant errors, and equipment failures.• Meter Testing: State mandated testing, customer requested testing, and company required testing.• Meter Maintenance.	

MBIS Category	Cost
<p data-bbox="233 323 821 359">BILLING & INFORMATION SERVICES</p> <p data-bbox="233 436 924 472">Billing & Information Services include the following:</p> <ul data-bbox="285 621 1260 1241" style="list-style-type: none"> <li data-bbox="285 621 1211 730">• Billing: Printing and distributing monthly customer bills, quality and financial controls, manual, summary and consolidated billing, and computer system development, installation, and maintenance. <li data-bbox="285 768 1219 842">• Payment Remittance: Processing all sources of payments, reconciling payment remittances, and preparing journal entries and reports. <li data-bbox="285 879 1227 953">• Credit and Collections: In-house collection efforts and field collection activities. <li data-bbox="285 991 1260 1100">• Customer Service Call Center: Customer assistance with billing and payment issues, trouble and outage calls, meter questions, and managing new service and termination applications. <li data-bbox="285 1138 1170 1241">• Load Data Services: Customer load data collection, analysis and reporting, system load data collection, analysis and reporting, and supplier load estimation for energy settlement at the ISO. 	<p data-bbox="1268 323 1365 396">\$32 million</p>